WIDEX **MENU**™

THE CHOICE IS YOURS

USER INSTRUCTIONS

THE MENU™ SERIES

ME-19 model
Behind-the-ear

WIDEX®

HIGH DEFINITION HEARING

YOUR WIDEX HEARING AID

(To be filled out by the hearing care professional)

This is the model and the listening programs that have been selected for you:

Model:
☐ ME3-19
☐ ME5-19
☐ ME10-19

Date: _____

Battery size: 13

☒ Master
☐ Music
☐ TV
☐ T
☐ M+T
☐ Standard
☐ Acclimatisation
☐ Audibility Extender
☐ Zen

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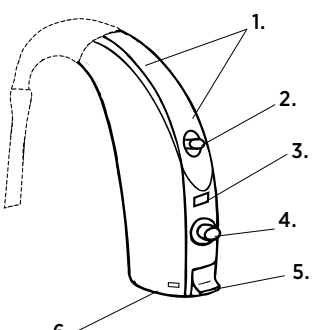
DESCRIPTION OF THE HEARING AID

Your hearing aid is used with an ear-set which consists of a tube and an earmould.

The illustration below shows the hearing aid without the ear-set. The choice of ear-set solution depends on your specific needs. Please refer to the separate ear-set user manual.

1. **Microphone cover**
2. **Volume control** *(optional)*
3. **Light emitting diode**
4. **Program button**
5. **On/off switch**
6. **Battery drawer with nail grip**



Your hearing aid may be provided with a listening program called Zen. It makes musical tones (and sometimes a rushing noise) in the background. These sounds are shaped according to your hearing loss.

WARNING

This hearing aid is capable of producing a sound pressure level exceeding 132 dB SPL. There may be a risk of damaging your residual hearing.

NOTE

In addition to these user instructions, a separate user manual is provided describing the various ear-set solutions available for your hearing aid: "Ear-sets for Widex BTE hearing aids".

WARNING

This booklet and the manual "Ear-sets for Widex BTE hearing aids" contain important information and instructions. Read these booklets carefully before you start using the hearing aid.

NOTE

Your hearing aid, ear-set and accessories may not look exactly as illustrated in this booklet. We also reserve the right to make any changes considered necessary.

Intended use

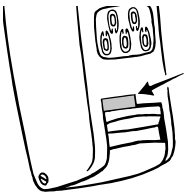
The hearing aids are intended as air conduction amplification devices to be used in everyday listening environments. The hearing aids may be provided with the Zen program intended to provide a relaxing sound background (i.e. music/noise source) for adults who desire to listen to such a background in quiet.

Indications for use

The devices are indicated for individuals with a range of hearing loss severity from moderate (40 dB HL) to severe (100 dB HL) and all hearing loss configurations.

They are to be programmed by licensed hearing care professionals (audiologists, hearing aid specialists, otolaryngologists) who are trained in hearing (re)habilitation.

Right/left identification



If you wear hearing aids on both ears, the hearing aids can be provided with coloured marks (red mark = right and blue mark = left).

The arrow shows the position of the identification mark.

Acoustic indicators

The hearing aid may be set to produce a signal to indicate the use of certain functions. The signal may be tones (SmartTone) or a spoken message (SmartSpeak)*. The signal can also be deactivated.

Functions	**Default settings**	**Other settings**
Adjusting volume	**Tone**	Off
Confirming program button use	**Clicking sound**	Off
Changing program	**Tones**	Message/off
Starting up the hearing aid	**Tone**	Message/off
Warning about low battery	**4 tones**	Message/off
Service reminder	**Off**	Message

** SmartSpeak not available as a standard feature*

Light emitting diode

The hearing aid is provided with a light emitting diode. This may be set to flash when:

- a signal is received from a remote control, if such is used.
- the hearing aid is turned on or certain listening programs are activated.

The battery

We recommend **zinc-air batteries.** Use a **size 13** battery for the hearing aid.

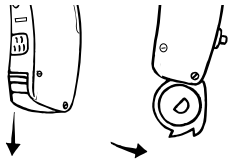
To obtain replacement batteries, please consult your hearing care professional. It is important to take note of the expiry date and the recommendations on the battery pack regarding disposal of used batteries. Otherwise there is a risk that the battery life may be reduced.

Inserting the battery

Before inserting a new battery into the hearing aid, remember to remove the adhesive tab. Once the tab has been removed, the battery will start functioning after a few seconds.

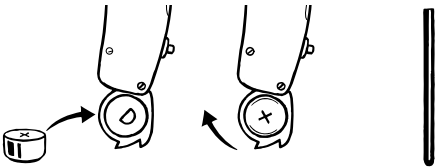
CAUTION

Do not use batteries if there is a sticky residue from the tab or other unwanted substance, as this can cause the hearing aid to malfunction.



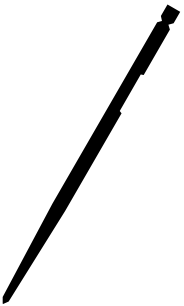
Use the nail grip to gently swing the battery drawer open.

Place the battery in the drawer, so that the plus (+) sign on the battery faces upward. You can use the battery magnet provided to steer the battery into place.

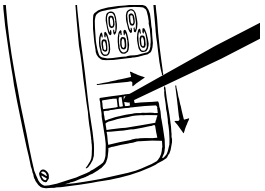


If the battery drawer does not close easily, the battery is incorrectly inserted.

When changing battery, it is a good idea to hold the hearing aid over a table.



The hearing aid may be provided with a battery drawer lock. This lock can be a good choice if the hearing aid is worn by a child. The tool used to open the lock is the cleaning tool included in the cleaning accessories.



The lock is opened by pushing it to the right and then downward with the tool in one movement as illustrated.

Low battery indication

An acoustic indicator will sound when the battery is nearly exhausted, unless this function has been disabled (see page 8). We recommend that you always have a spare battery with you.

WARNING

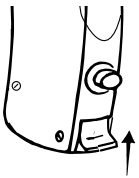
Never leave an exhausted battery in the hearing aid. Exhausted batteries may leak, damaging the hearing aid.

WARNING

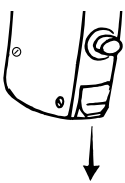
Your hearing aid may stop functioning, for instance if the battery is exhausted. You should be aware of this possibility, in particular when you are in traffic or are otherwise dependent on warning signals.

Turning the hearing aid on and off

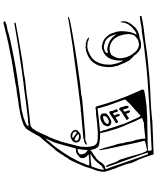
The battery drawer of the hearing aid also functions as the on/off switch.



Push the switch upwards to turn on the hearing aid. An acoustic indicator will indicate that the hearing aid has been switched on unless this function has been disabled.



Push the switch downwards to turn off the hearing aid.



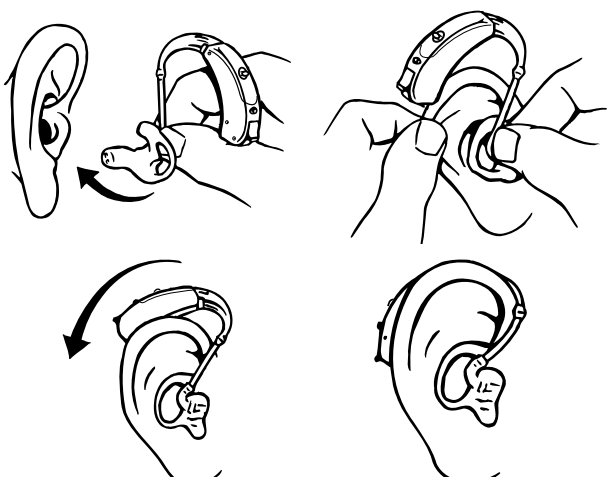
The word “OFF” is clearly visible on the switch when the hearing aid is turned off.

Please remember to turn off the hearing aid when it is not in use. Remove the battery if the hearing aid will not be used for several days.

Positioning the hearing aid

Insert the earmould in the ear canal while holding the lower part of the tube. It may help to pull the outer ear backwards and upwards with the opposite hand.

Place the hearing aid behind the ear, so that the hearing aid and tube rest comfortably on the ear, close to your head.



For further information on the earmould and procedures, see the separate ear-set user manual provided.

Removing the hearing aid

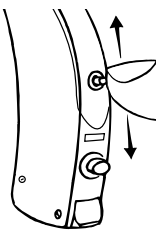
Remove the hearing aid from its position behind the ear.

Carefully pull the earmould out of the ear canal, while holding the lower part of the tube.

Volume adjustment

The hearing aid volume is adjusted automatically in accordance with your sound environment.

Your hearing aid may furthermore be provided with a volume control, shaped like a small lever.



Push the lever upward to gradually raise the volume.

Push the lever downwards to gradually lower the volume.

Each time you operate the volume control, you will hear a beep-tone unless this function has been disabled. When the maximum or minimum adjustment level is reached, a steady tone will sound.

CAUTION

If the volume in the hearing aid is generally too loud or too weak, or the reproduced sounds are distorted, or if you would like any further information, consult your hearing care professional.

To turn off the sound completely

- Keep pressing the volume control lever downwards after the steady tone has sounded

To turn the sound on again

- Press the lever upwards *or*
- Change listening program

Any adjustment of the volume setting will be cancelled when your hearing aid is turned off, or when you change program.

If you wish to have the volume control disabled, please consult your hearing care professional.

Listening programs

By default, your hearing aid contains a Master program, with the option of an extra program. A number of supplementary programs can also be made available. If this solution is chosen, you can have up to five programs.

Master	All the automatic functions work to ensure comfort in all listening situations
Music	For listening to music
TV	For listening to the TV
T	In this program you listen via the telecoil (T) and not via the hearing aid microphones (M). The telecoil is used where a loop system is installed. If you activate the telecoil program, you listen to a specific sound source and shut out surrounding sounds.
M+T	In this program you listen via the hearing aid microphones (M) and the telecoil (T).
Standard	All the automatic functions work to ensure audibility and speech understanding in all listening situations
Acclimatisation	This program has the same features as the Master program but provides slightly less amplification
Audibility Extender*	Makes high-frequency sounds audible
Zen*	Generates different kinds of tones.

* *Available separately*

If your needs change over time, the combination of listening programs can be altered.

Zen program

Your hearing aid may be provided with a unique optional listening program called Zen. It makes musical tones (and sometimes a rushing noise) in the background. These sounds are shaped according to your hearing loss. The Zen program may be used alone (without amplification) in quiet when you are not required to hear surrounding sounds. Or, it may be used with the Master program so both the surrounding sounds and the generated sounds (fractal tones and noise) are heard together.

CAUTION

Use of the different Zen programs may interfere with hearing surrounding sounds including speech. The programs should not be used when hearing such sounds is important. Switch the hearing aid to a non-Zen program in those situations.

CAUTION

If you perceive decrease in loudness, tolerance of sounds, speech not as clear, or worsening tinnitus, contact your hearing care professional.

Benefits

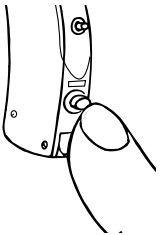
The Zen program may provide a relaxing listening background for some people. When the Zen program is used in a tinnitus management program, its wearer may experience some relief from tinnitus.

Indications for use

The Zen program is intended to provide a relaxing sound background (i.e., music/noise source) for adults who desire to listen to such a background in quiet. It may be used as a sound therapy tool in a tinnitus treatment program that is prescribed by a hearing care professional (audiologists, hearing aid specialists, otolaryngologists) who is trained in tinnitus management.

Directions for use

Because of the unique ways in which Zen is programmed in your hearing aid, please follow the recommendations of your hearing care professionals as to how to use the program, when to use the program and/or how long to use the program.



Switching between the listening programs

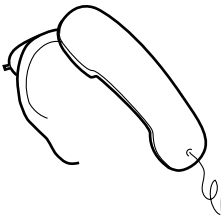
To change programs, press the program button briefly. Each time you switch to another program, an acoustic indicator will sound unless this function has been disabled.

Program 1: One short beep or message
Program 2: Two short beeps or message

Program 3: Three short beeps or message
Program 4: One long and one short beep or message
Program 5: One long and two short beeps or message

If you wish to have the program button disabled, please consult your hearing care professional.

Using a telephone

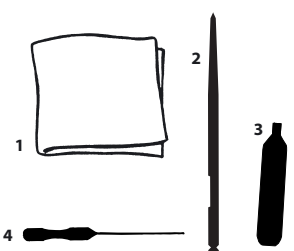


When using a telephone, we recommend that you hold the telephone against your head at an angle above your ear, rather than directly against the ear. If the sound is not optimal, try moving the telephone earpiece to a slightly different position.

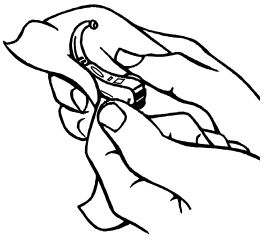
CLEANING

The following cleaning accessories are available for the hearing aid and ear-set. For cleaning the ear-set, see the user manual “Ear-sets for Widex BTE hearing aids”.

1. **Soft cloth**
2. **Cleaning tool**
3. **Small brush**
4. **Wax removing tool**



Contact your hearing care professional if you need additional supplies of cleaning accessories.

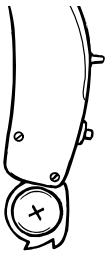


The hearing aid

Clean the hearing aid with the soft cloth after use.

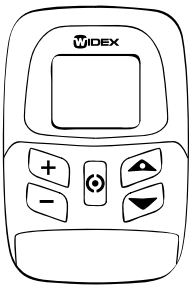
WARNING

Never use water or cleaning solutions to clean the hearing aid, as this may cause it to malfunction.



When the hearing aid is not in use, the battery drawer should be left open, to ventilate the hearing aid and allow it to dry.

ACCESSORIES



Remote control
A remote control gives you a number of additional options.

T-DEX
A device for connecting hearing aids to mobile phones using a telecoil.

Audio input
The hearing aid can be furnished with an audio shoe. This allows direct connection to different kinds of accessories (FM and CROS/Bi-CROS systems), as well as external audio equipment (radio, TV, etc.).

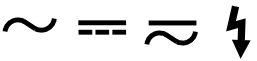
On the form on page 27, your hearing care professional can make a note of the audio programs you have access to and where they are located.

For more information on the use of audio input consult your hearing care professional.

Program	Program order with audio shoe
1	
2	
3	
4	
5	

WARNING

If the hearing aid is connected to equipment which is connected to the electrical mains, this equipment must meet the safety requirements stated in the international standard IEC 60065.
Do not connect the hearing aid to sockets that are labelled with one or more of the following symbols:



FM systems

The Widex FM system, SCOLA, consists of a wireless microphone and a receiver clicked onto the hearing aid via an FM shoe.

The system can be set according to your needs.

For more information on the SCOLA FM system, consult the SCOLA user manual.

For help in determining whether you could benefit from a remote control or other accessories, please consult your hearing care professional.

IN CASE OF MALFUNCTION

Problem	Possible cause	Solution
The hearing aid is completely silent	The hearing aid is not turned on	Make sure the battery drawer is pushed all the way upwards
	The battery does not work	Insert a new battery in the hearing aid
The hearing aid volume is not powerful enough	The battery is nearly exhausted	Insert a new battery in the hearing aid
	Your ear is blocked by earwax	Contact your ENT doctor/physician
	Your hearing may have changed	Contact your hearing care professional
	The microphone openings are blocked or partially blocked by dirt	Contact your hearing care professional for advice
The hearing aid whistles continuously	Your ear is blocked by earwax	Contact your ENT doctor/physician
The hearing aid functions intermittently	The on/off switch is dirty	Push the switch back and forth a couple of times

Note: This information covers only the hearing aid. See the “Ear-sets for Widex BTE hearing aids” user manual for information specific to your ear-set.

If the problems persist, contact your hearing care professional for assistance.

CARING FOR YOUR HEARING AID

The hearing aid is a valuable object and should be treated with care. Here are some things you can do to prolong the life of your hearing aid:

CAUTION

- Turn off your hearing aid when it is not in use. Remove the battery if the hearing aid will not be used for several days.
- When the hearing aid is not in use, keep it in its case in a cool, dry location out of reach of children and pets.
- Do not expose the hearing aid to extreme temperatures or high humidity. Make sure to dry the hearing aid thoroughly after heavy perspiration such as that which may occur during intense physical activity, e.g. playing sports.
- Avoid dropping your hearing aid – perform cleaning and battery changes while holding the hearing aid above a soft surface.
- Do not wear your hearing aid while in the shower or swimming, or when using a hair dryer, perfume, hair and body sprays or gels such as suntanning lotions or creams.
- In environments with high humidity, a drying kit may be used daily to reduce the amount of moisture inside the hearing aid. See the instructions enclosed with the drying kit.

WARNINGS

WARNING

Hearing aids and batteries can be dangerous if swallowed or used improperly. Swallowing or improper use can result in severe injury or even fatalities. In case of ingestion, contact a physician immediately.

- Keep hearing aids and their parts, accessories and batteries out of reach of children and anyone else who might swallow such items or otherwise cause injury to themselves. Do not change batteries in front of them and do not let them see where you keep your battery supply. Discard used batteries carefully.
- Batteries are very small and can easily be mistaken for pills or the like. Never put a battery or hearing aid in your mouth for any reason as you may risk swallowing it.

WARNING

- Risk of explosion if battery is replaced by an incorrect type or recharged. Dispose of used batteries according to the instructions.
- Never allow others to wear your hearing aid, as this could cause permanent damage to their hearing.
- When selecting a listening program, please remember that there are situations in which it is particularly important to be able to hear the surrounding sounds (e.g. traffic, warning signals).
- The hearing aid is made of modern non-allergenic materials. Nonetheless, in rare cases skin irritation may occur. If you notice skin irritation in or around your ear or ear canal, contact your hearing care professional.

WARNING

- Be aware that the use of any type of hearing aid may involve a slightly increased risk of infection in the ear canal. An infection can arise as a result of inadequate ventilation of the ear. We therefore recommend that you remove the hearing aid and ear-set from your ear at night to allow the ear canal to be ventilated. Make sure that you clean and inspect your hearing aid and ear-set as required. If an infection occurs, you should seek medical attention and contact your hearing care professional for advice on how to disinfect the various hearing aid parts. Do not under any circumstances use alcohol, chlorine or similar substances.
- Do not use Widex hearing aids in mines or other areas with explosive gases.
- **Do not wear your hearing aid during radiation, X-rays, MRIs, CT or other medical treatments and scans.** The emissions from these procedures as well as from other types of radiation, such as that in a microwave oven, can damage your hearing aid. Radiation from, for example, room surveillance equipment, burglar alarms and mobile phones is weaker and will not damage the hearing aid, but may create audible interference.

CAUTION

- Although your hearing aid has been designed to comply with the most stringent international electromagnetic compatibility standards, the possibility cannot be excluded that it may cause interference with other equipment, such as medical devices.
- Never try to open or repair the hearing aid yourself.

ADVICE

NOTE

- The hearing aid will not restore normal hearing and will not prevent or improve a hearing loss resulting from organic conditions. However, the hearing aid can help you to make the best possible use of your remaining hearing ability. You should also bear in mind that it can take time to get used to a new hearing aid and new sounds.
- In most cases, using the hearing aid infrequently will not permit you to gain full benefit from it.
- The use of a hearing aid is only part of hearing habilitation and may need to be supplemented by auditory training and instruction in lipreading.
- The use of hearing aids increases the risk of accumulation of earwax. Contact your physician/ENT doctor if you suspect that a plug of earwax has accumulated in your ear. Earwax may not only reduce your own hearing but also the effect of the hearing aid considerably. It is a good idea to ask your physician to clean your ears a couple of times a year.

Hearing aids, accessories and batteries should not be disposed of with normal household waste. Please consult your national Widex distributor for advice on how to dispose of these items.

SYMBOLS

Symbols commonly used by Widex A/S in medical device labelling (labels/IFU/etc.)

Symbol	Title/Description
	Manufacturer The product is produced by the manufacturer whose name and address are stated next to the symbol. If appropriate, the date of manufacture may also be stated.
	Date of manufacture The date when the product was manufactured.
	Use-by date The date after which the product is not to be used.
	Batch code The product's batch code (lot or batch identification).
	Catalogue number The product's catalogue (item) number.
	Serial number The product's serial number.*
	Keep away from sunlight The product must be protected from light sources and/or The product must be kept away from heat

Symbol	Title/Description
	Keep dry The product must be protected from moisture and/or The product must be kept away from rain
	Lower limit of temperature The lowest temperature to which the product can be safely exposed.
	Upper limit of temperature The highest temperature to which the product can be safely exposed.
	Temperature limits The highest and lowest temperatures to which the product can be safely exposed.
	Consult instructions for use The user instructions contain important cautionary information (warnings/precautions) and must be read before using the product.
	Caution/Warning Text marked with a caution/warning symbol must be read before using the product.
	WEEE mark **“Not for general waste”** When the product is to be discarded, it must be sent to a designated collection point for recycling and recovery.

Symbol	Title/Description
	CE mark The product is in conformity with the requirements set out in European CE marking directives.
	Alert The product is identified by R&TTE Directive 1999/5/EC as an equipment Class 2 product with some restrictions on use in some CE member states.
	C-Tick mark The product complies with EMC and radio spectrum regulatory requirements for products supplied to the Australian or New Zealand market.
	Interference Electromagnetic interference may occur in the vicinity of the product.

*The six- or seven-digit number on the product is the serial number. Serial numbers may not always be preceded by SN

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CE 0459

Manual no.:
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